



## Senior IT Technician

The New Beacon is a thriving Preparatory School for boys (and girls in the nursery) from 3 to 13 years of age. The school has an enviable tradition of academic excellence. While entry is non-selective, the majority of boys win places at highly selective senior schools, many with scholarships. There is considerable achievement in a broad curriculum, with music and sport being particular strengths of the school. Pastoral care is very strong, creating a happy and purposeful atmosphere. This is an exciting time to be joining The New Beacon. At the start of this academic year, The New Beacon School merged with Tonbridge School. The new post-holder will benefit from working with Tonbridge's IT department for support and will have the opportunity to feed into The New Beacon's IT strategy moving forward.

The IT Technician will maintain the school's IT networks and systems, ensuring that they effectively support teaching, learning and administration. In addition, the IT Technician will provide a high level of customer service and technical support to all users of school IT systems.

### Role description and Key responsibilities

With support from our third-party IT support company, the newly appointed IT technician will be responsible for maintaining the school network and its back-end servers and systems. Key responsibilities:

- To provide support to staff and pupils in their use of school IT equipment and resources
- Install and maintain hardware and software
- Assist with the deployment of staff and student laptops, including the replacement of faulty or damaged units and maintenance of the shared laptop resources to ensure that they are fully functional and up to date
- Support staff and pupils with the use of online and cloud-hosted resources, including Office 365
- Maintain an inventory of hardware and software, including the management and development of the relevant databases
- Maintain printing hardware and software, with support from external photocopier provider
- Manage software and computer image deployment, ensuring that the required systems and software are licenced correctly
- Check the network for unlicensed software
- Manage data stored on the network, deleting redundant data where necessary
- Ensure network and internet security products are operational, up to date and deployed properly
- Provide technical support to events and assemblies
- Manage and undertake system backups when required
- Manage, maintain and technically support any audio/visual equipment around the school, including projectors, sound equipment, Interactive Whiteboards and Interactive Flat Panel Displays
- Assist with the specifying and purchasing of IT and Audio/Visual equipment
- Manage the IT & Facilities Help Desk
- Manage door access controls and security passes
- Liaise with Management Information System provider (WCBS)

**Headmaster M R Piercy BA (Hons)**



- To oversee the operation of the School's POE telephone system and mobiles, and liaise with service providers to achieve the best pricing and to resolve technical issues
- Carry out any such duties as may be reasonably requested by the Headmaster, Director of Finance and Operations, or Tonbridge School Director of IT.

## Skills and attributes

- Attention to detail and organisational skills are key
- The confidence to challenge the status quo and provide fresh ideas
- Driven and enthusiastic with a 'can-do' attitude
- A commitment and desire to contribute to the overall success of the school
- Demonstrable ability to build rapport and interact well with people at all levels
- To be an enthusiastic and positive individual who can stay calm in a busy environment
- To have the ability to prioritise workload and work in an organised manner without supervision
- To be able to work under pressure to meet deadlines
- Relevant IT qualifications are desirable
- Previous experience in IT Support, particularly in an educational setting, is desirable but not essential

## Knowledge

- How to install, configure and upgrade Microsoft Windows
- Experienced in installing and maintaining applications, such as Microsoft Office
- Office 365 Administration, including Exchange Online and Azure
- Fundamental Windows Server Administration
- Familiarity with networking technologies – wireless and structured
- Technical knowledge of computers. Experienced in PC Hardware, installation and troubleshooting
- Basic use of Audio / Visual equipment
- Computer security (Anti-Virus, Encryption, Passwords etc.)

**Start date:** ASAP

**Tenure:** Permanent, Full-Time (52 weeks per year)

**Salary:** Dependent on experience

**Reports to:** Director of Finance and Operations (The New Beacon School) and Director of IT (Tonbridge School)